

The IHSS program helps you remain safely in your own home by paying someone (an IHSS provider) to assist you with those tasks you cannot do for yourself. This brochure will help you interview and train your provider and help make the program work well for both of you.

Locating a Potential Provider

You will need to choose someone to work as your provider. Many IHSS recipients prefer to hire someone they know to work for them. For other suggestions ask your Supported Individual Provider Coordinator for the names of persons listed with DAAS who have said they want to work as an IHSS provider.

Remember the Department of Aging and Adult Services does not screen providers. However, you may request, at your cost, a Department of Justice background check on any potential provider through your local police department.

Interviewing a Provider

- Call the potential provider and ask if he or she is able to work for you. Briefly explain the number of hours and the kinds of services you need. Ask the person about previous employment. Ask for work references.
- Call the work references. Ask about dependability and job performance.

- If the work references are positive call the provider and set up a face-to-face interview. If possible, have a friend or relative sit in on the interview.

Conducting the interview

- Carefully explain the work your provider will need to do. If you wish you may show the provider your most recent IHSS "Notice of Action" which shows the services and hours you are authorized.
- Discuss the work schedule. If you need help seven days a week, can this provider come all seven days?
- Explain your special needs, such as diet or medication.
- Explain the rate of pay and how pay is received. Your Supported Individual Provider Coordinator can help.
- Ask to see an identification card with a picture of the worker on it. (Example: driver license)
- Ask as many questions as you wish. You may ask for additional references if you wish.
- You can interview as many people as you wish and you can always change your mind at any time.

Hiring your provider

- Select the person who is right for you.
- Call your Supported Individual Provider Coordinator with the name, address, phone number, and social

security number of the person you have chosen to be your provider. Also inform the Supported Individual Provider Coordinator when the new provider will begin work.

Provider Training

- Your Supported Individual Provider Coordinator can give you a list of training resources for providers.
- Contact your doctor to arrange for training on paramedical services, such as giving injections or tube feedings.
- If you were recently hospitalized the hospital Discharge Planner may be able to arrange training.

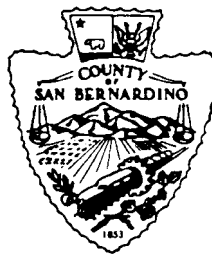
Making the IHSS Program Work

- Set up a work schedule that guarantees you will receive all the services you are authorized.
- If you have a Share-of-Cost, tell your provider that you will pay your portion of monthly hours first and IHSS will pay for the rest.
- If your provider will be helping you with errands, decide in advance how to handle the money and car expenses.
- If your provider will be working during lunch, decide in advance how the provider's meals will be handled.

- With your provider, keep track of the days and hours worked on a calendar. Use this information to complete the timesheet. Do not sign the provider's timesheet if the amount of hours or days is incorrect.
- Sign the timesheet at the end of the last day of work for each pay period so your provider will be paid on time. Never authorize your provider to sign your name on their timesheet.
- Remember your provider will not be paid for more hours than you are authorized. If you have more than one provider in a month, their hours added together cannot be more than your authorized hours.
- If your provider is not doing the job, discuss it as soon as possible. If you don't feel you can discuss problems with your provider call your Supported Individual Provider Coordinator and ask for help.
- Do not let your provider mistreat you. If you feel you are endangered by your provider, call the Adult Protective Services office in your area or your local law enforcement agency.
- Call your Supported Individual Provider Coordinator any time you change providers.

Local In Home Supportive Services office phone numbers:

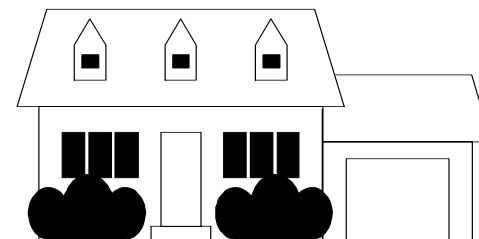
Barstow	(760) 256-1435
Morongo Basin	(760) 366-5751
Needles	(760) 326-9274
Ontario	(909) 458-1315
Rancho Cucamonga	(909) 945-3865
San Bernardino	(909) 388-4502
Victorville	(760) 843-5100



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SAN BERNARDINO COUNTY DEPARTMENT OF AGING & ADULT SERVICES

IN HOME SUPPORTIVE SERVICES PROGRAM



HIRING YOUR IHSS INDIVIDUAL PROVIDER